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BHARAT PENSIONERS' SAMAJ

(All India Federation of Pensioners' Associations)
(Registered No. 2023 of 1962-63)

Member International Federation on Ageing, Montreal (Canada)

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No:BPS/BDPA(I)/CGM/Kerala/Medical

Dated 23rd January, 2024

To:

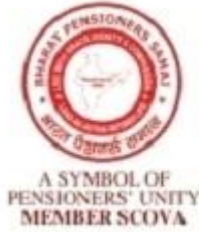
Shri Pravin Kumar Purwar,
C.M.D. BSNL, Bharat Sanchar Bhawan,
H.C. Mathur Lane, Janpath,
New Delhi 110001

Sub: A request to examine Indoor Medical Reimbursement Claim – Case of Mrs. Saramma John, Wife of Thomas John K. Retired JTO, BSNL Thiruvalla SSA.

Ref: CAO (Estt), o/o GMT BSNL Pathanamthitta BA letter No: AO(Estt)/Genl Corr/2019-22/59 Dated 05.12.2022.

Respected Sir,

1. We write to invite your kind attention towards the misuse of powers by the office of the GMT BSNL Pathanamthitta BA and harassing the BSNL Pensioners. To substantiate our say, we provide the brief of the case in below paragraphs.
2. That Mrs. Saramma John, wife of Thomas John K, retired JTO, Thiruvalla SSA, HR No.97410933 was admitted in Health Care Pvt. Ltd. Kozencherry for Acute Chest Pain and Heart attack as indoor Patient No.395116 on 05.01.2020 at 05.16 AM and discharged on 10.01.2022 at 08.40 AM. The payment of Rs.1, 58,031 was paid to the hospital under Bill No: IP 5761 dated 10.01.2020 to the Hospital and accordingly claim for Medical Reimbursement as Indoor bill was submitted by the Pensioner. **(Copy of bill enclosed here with as Annexure-1).**
3. The office of the GMT BSNL Pathanamthitta BA considered the claim and effected the payment of Rs.80750.00 only.
4. As the amount paid was lesser than amount claimed, the Pensioner made representation on 26.10.2022 to the GMT BSNL Pathanamthitta BA.
5. The office of the GMT BSNL Pathanamthitta BA vide letter No: AO (Estt)/Genl Corr/2019-22/59 dated 05.12.2022 replied furnishing the details of reimbursement considered. **(Copy of reply enclosed herewith as Annexure-2).**
6. While going through the reply, it was learnt that Medicine charged from 08.10.2020 to 10.01.2020 was drastically curtailed from Rs.51560.39 to only 340.00.
7. The CAO has explained that “angioplasty procedure has been done on 05.01.2020 and two more days taken to complete the entire procedure, i.e.05.01.20 to 08.01.2020. The package rate for this particular treatment has been set @ Rs.70, 000.00 only by CGHS and approved by Kerala State wherever package rates are applicable. There is no scope for reimbursement on bills like medicine, appliances, other charges etc during the package period. But on the other hand, bills charged beyond the package period



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are reimbursed. Hence, your bills are processed based on the bill statements and discharge summary issued by the hospital.

8. Aggrieved by the reply the Pensioner made detailed representation on 13.10.2023 to Shri B Sunilkumar ITS, CGM Kerala Circle, Trivandrum (**Copy enclosed for ready reference as Annexure-3**), which is still not replied despite many reminders.

IN CONSIDERATION OF ABOVE FACTS, WE SAY THAT:

- A. The Office of the GMT BSNL Pathanamthitta BA has wrongly considered the case by treating as a case of angioplasty, whereas the patient was admitted for treatment for severe heart attack and during the course of treatment, the medical experts considered it essential to simultaneously also do angioplasty surgery in the larger interest of the patient.
- B. If at all the GMT BSNL Pathanamthitta BA had any doubt on the treatment, the doubt could have been cleared by soliciting need of angioplasty from the hospital authorities, as the administration has not medical expertise to examine the case from the medical angle. But in any case the GMT BSNL Pathanamthitta is not legally authorized to consider the case of severe heart attack in to angioplasty.
- C. The CAO of the GMT BSNL Pathanamthitta BA has with ulterior motive of harassing the pensioner; had acted at his own sweet will. By paying medicine charges Medicine from 08.10.2020 to 10.01.2020 from Rs.51560.39 to only 340.00 only.
- D. The Pensioner has also represented the issue in detail on 13.10.2023 to Shri B Sunilkumar ITS, CGM Kerala Circle, Trivandrum which is pending till date.
- E. We regret that the representation of the Pensioner is kept pending since more than two years in the office of the CGM Kerala.

We, therefore, request your august office to examine the case at your level and instruct the concerned authority to sanction the amount as permissible as per CGHS rates.

With regards,

Yours Sincerely,

(D.D. MISTRY)
Secretary BSNL/PSU

Encls: As stated.

Copy to:

1. Shri B Sunilkumar ITS, CGM Kerala Circle, Trivandrum.
2. Dr. Kalyan Sagar, Director (HR), O/O CMD BSNL New Delhi.
3. Shri S.C. Maheshwari, SG BPS New Delhi.
4. Shri V Srinivas, Secretary (Pension), DoP&PW, New Delhi.
5. The Pensioner.